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Bib Data Sheet

CONFIRMATION NO. 3235

|   |   |                                |   |  |
|---|---|--------------------------------|---|--|
| <b>SERIAL NUMBER</b><br>09/748,069  | <b>FILING DATE</b><br>12/22/2000<br><b>RULE</b>   | <b>CLASS</b><br>379            | <b>GROUP ART UNIT</b><br>2642   | <b>ATTORNEY DOCKET NO.</b><br>12658SSUS01U |
| <b>APPLICANTS</b><br>Marcus O'Sullivan, Cupertino, CA;<br>Michael Frawley, Clare, IRELAND;  |   |                                |   |  |
| <b>** CONTINUING DATA *****</b>   |   |                                |   |  |
| <b>** FOREIGN APPLICATIONS *****</b>  |   |                                |   |  |
| <b>IF REQUIRED, FOREIGN FILING LICENSE</b><br><b>GRANTED ** 05/03/2001</b>  |   |                                |   |  |
| Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no<br>35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance<br>Verified and Acknowledged <input checked="" type="checkbox"/> |   | <b>STATE OR COUNTRY</b><br>CA  | <b>SHEETS DRAWING</b><br>6  | <b>TOTAL CLAIMS</b><br>37                  |
| Examiner's Signature <i>[Signature]</i> Initials  |   | <b>INDEPENDENT CLAIMS</b><br>5 |   |  |
| <b>ADDRESS</b><br>Bruce E. Garlick<br>Garlick & Harrison<br>P.O.Box 691<br>Spicewood, TX 78669-0691   |   |                                |   |  |
| <b>TITLE</b><br>Network spanning heterogeneous call center and method of operation  |   |                                |   |  |
| <b>FILING FEE RECEIVED</b><br>1306  | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following: |                                | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees ( Filing )<br><input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )<br><input type="checkbox"/> 1.18 Fees ( Issue )<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Credit |  |